

J

1 of 9

2. AMENDMENT/MODIFICATION NO. A00016	3. EFFECTIVE DATE See Blk. 16C.	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY CODE NAVAL INVENTORY CONTROL POINT 5450 CARLISLE PIKE, P.O. BOX 2020 MECHANICSBURG, PA 17055-0788	N00104	7. ADMINISTERED BY (If other than Item 6) CODE SAME AS BLOCK 6	N00104
8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, State and ZIP Code) ELECTRONIC DATA SYSTEMS CORPORATION 13600 EDS DRIVE A6N-D48 HERNDON, VA 20171 ATTN: NMCI CONTRACTS		(4)	9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO N00024-00-D-6000 10B. DATED (SEE ITEM 11) 06 October 2000
CODE 1U305	FACILITY CODE	X	

## 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended  
☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:

(a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
NOT APPLICABLE

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS.  
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 52.212-4 (c), CHANGES
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, X is required to sign this document and return ELECTRONIC copies to the issuing office..

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

--SEE PAGE TWO--

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Robert K. Lindsey	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHAWN R. RUNK CONTRACTING OFFICER
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
15C. DATE SIGNED 6/30/03	16C. DATE SIGNED 6/30/2003

1. Modification A00008 dated 27 FEB 2003, CLIN 0029FA/FB is modified to incorporate services to provide data circuits for the upgrade of the NAVRESFOR SAN Solution.

ITEM	SERVICE	ESTIMATED QUANTITY	UNIT SERVICE PRICE	TOTAL ESTIMATED AMOUNT
0029FA	COMNAVRESFOR DISASTER RECOVERY SUPPORT RESFOR 29-02-002 1 JANUARY - 30 JUNE 2003	6	\$ 19,055.01	\$ 114,330.06
0029FB	COMNAVRESFOR DISASTER RECOVERY SUPPORT RESFOR 29-2003-001 (REVISED RESFOR 29-02-002) 1 JULY 2003 - 30 SEPTEMBER 2003	3	\$ 597,043.00	\$1,791,129.00
0029FC	COMNAVRESFOR DISASTER RECOVERY SUPPORT RESFOR 29-2003-001 1 OCTOBER 2004 - 30 SEPTEMBER 2007	48	\$ 19,215.00	\$ 922,320.00

These items are only orderable by UIC N3447B.

## 1.0 Executive Summary

EDS is under contract to provide Naval Reserve Forces (NAVRESFOR), New Orleans, LA, with Operations and Management Services for their Storage Area Network (SAN) in support of a Continuity of Operations Plan (COOP). This proposal is provided in response to a request to modify this contract to provide a data circuit for the upgrade of the NAVRESFOR SAN Solution. Based on defined requirements and discussions with the Government, the following additional services in support of NAVRESFOR COOP Operational Environment will be provided.

- ◆ Data Circuit Installation
  - ◆ Limited SAN Implementation Support
  - ◆ Data Circuit Operations and Management
  - ◆ Data Circuit Maintenance
  - ◆ Base Operations Support.
- ◆ EDS will operate and manage the data circuit to support the COMNAVRESFOR COOP production environment for the timeframe of 1 July 2003 through 30 September 2007, a period of 51 months.

## 2.0 Introduction

### 2.1 CURRENT ENVIRONMENT

The Naval Reserve Force operates two Storage Area Networks (SANs) in New Orleans, Louisiana. One is located at the SPAWAR Information Technology Center (SITC) and the other is located at 4400 Dauphine Street, New Orleans often referred to as "the Port". The two SANs replicate to the offsite Disaster Recovery Site at NAS JRB Ft. Worth, Texas. Currently, there are four frame relay T-1 circuits mapped to the SITC location and four frame relay T-1 circuits mapped to the Port location. Both access the frame relay cloud via a frame relay T-3 in New Orleans and represent eight of the ten NAVRESNET frame relay T-1s terminating in Ft. Worth.

The existing EMC Symmetrix 8530 SAN at the SITC replicates to another EMC Symmetrix 8530 SAN in Ft. Worth. An EMC Symmetrix 8830 SAN purchased by CNRF is replacing the SAN in Ft. Worth.

The existing 8530 in Ft. Worth is being moved to the Port to support application servers at that location. The existing SAN at the SITC is managed via a CLIN 0029FA and 0029FB. The Symmetrix Remote Data Facility (SRDF) protocol is used to replicate between the SITC and Ft. Worth via asynchronous replication. Data change analysis mapped against Disaster Recovery Objectives has determined that the two SANs in New Orleans will require up to 45 MBs of bandwidth available on demand for data replication to Ft. Worth.

For the installation, setup, and relocation of the EMC Symmetrix SANs, the Government has contracted with EMC Professional Services. Additional hard drives are being installed in the two Symmetrix 8530 SANs. Synchronous replication over the existing OC-3 circuit between the SITC and Port will occur for mission critical data. WAN and LAN Connectivity support is required to support SRDF replication from the two SANs in New Orleans to the SAN in Ft. Worth and the synchronous replication between the two New Orleans locations.

## 2.2 OBJECTIVES

In support of the COMNAVRESFOR COOP plan, the Government has implemented a common SAN system. The initial SAN was implemented in 2002. To support the additional build out of the SAN solution, a new data circuit is required. To provision this circuit, NAVRESFOR will procure this circuit under NMCI. EDS will implement and operate this circuit to support the NAVRESFOR data replication strategy. EDS is submitting this proposal for COOP Data Circuit Connectivity as the first modification to the RESFOR – 29 – 02- 003 CLIN 29 awarded to EDS 27 January 2003 to operate and maintain the COOP Production Environment.

## 2.3 SCOPE

The scope of services required for EDS to support the NAVRESFOR data replication strategy is as follows:

- ◆ *Implementation Support* – EDS will provide limited implementation support as described in the Operations and Management approach section.
- ◆ *Operations and Management* – the EDS team will operate and manage the required data circuit to sustain the COOP production environment for data replication and fail-over services.
- ◆ *Data Circuit Maintenance* – EDS will coordinate any required vendor maintenance
- ◆ *Base Operations Support* - EDS will support the cutover of the NAVRESNET to the COOP Infrastructure for Biannual Tests and in the event of a disaster.

EDS will only provide the data circuit, cable modems, and hardware for the termination point (represented as IP in the diagram below) to implement the solution.

EDS understands that CNRF has already procured and is installing the necessary upgraded equipment to meet the CNRF COOP and disaster recovery requirements above. This equipment is installed in SITC provided space in New Orleans, LA, and Ft. Worth, TX. A more detailed description of the services to be performed by EDS can be found in the Operations and Management Approach section

## 3.0 Schedule

EDS will implement, operate, and manage the data circuit supporting the COOP operational environment. Specific areas of support include:

- ◆ Procure the Data Circuit
- ◆ Support the COOP Implementation Activities
- ◆ Support the Test of the COOP Solution
- ◆ Provide Operations and Management Support for the Data Circuit
- ◆ Provide Base Operations Support

EDS will coordinate with the Government and EMC to define a more detailed schedule and work plan upon award.

#### **4.0 ASSUMPTIONS**

The EDS Monthly Service Price is predicated on the following assumptions. In the event that these assumptions cannot be fulfilled, the proposed price and schedule will be impacted.

- ◆ The Government has contracted with EMC Professional Services for the installation, setup, and relocation of the EMC Symmetrix SANs. EDS will support the implementation of the Symmetrix SANs with 8 hours of Network Engineering Support and up to 40 hours of WAN Engineering Support. Additional implementation support will require a modification to this contract.
- ◆ The Government is required to provide EDS with access to Technical Support Services and Professional Services from EMC.
- ◆ The Government has determined that a DS-3 data circuit will be sufficient to support the required traffic including the data replication between New Orleans and NAS JRB Ft. Worth. Any change in data circuit requirements will require a modification to this contract.
- ◆ For this COOP Solution, the Government will provide all hardware, software, OEM maintenance agreements for the EMC equipment, and the telecommunications support for the existing data circuits. EDS be responsible for the implementation, operation, and maintenance of the DS-3 circuit. The Government will provide the edge routers and the CNT encrypters.
- ◆ The Government has installed and implemented all hardware and software to comply with the established guidelines of the Chief of Naval Operations Security and Firewall Policy.
- ◆ EDS personnel will not provide data conversion or software development services under this effort. In addition, management of the various application IS servers will remain a Government responsibility.
- ◆ EDS will support Biannual Tests of the cutover of NAVRESNET to the COOP infrastructure.
- ◆ EDS will support up to two disaster events a year to cutover NAVRESNET to the COOP Infrastructure. In the event the disaster requires the team to travel to Fort Worth for support, the EDS team members will travel for no more than 3 days.
- ◆ EDS' implementation, operations, and maintenance activities will be coordinated with the CNRF Information Systems Security Manager and the NAVRESNET DAA.

- ◆ EDS assumes SITC-site access will be pre-arranged by the Government. EDS will provide manned support M-F 0800-1600 (excluding Federal holidays or other scenarios where the facility is closed) at the primary site only. Beeper coverage will be provided during unmanned hours at the primary site. No on-site support is provided by EDS for the secondary or remote site(s). Requests for sustained support outside of this operational window will result in a modification request for additional resources. The Government will provide unrestricted access to the EMC equipment, circuit closets, and networking equipment necessary to support this contract.

The period of performance is 1 July 2003 through 30 September 2007. Changes to this period of performance will result in changes to the monthly service price.

## **5.0 Operations and Management Approach**

The operations and management services to be provided by the EDS team are described in the following Statement of Work.

### **5.1 IMPLEMENTATION SUPPORT**

EDS will provide the following implementation support:

- ◆ EDS will procure and install the required DS-3 data circuit between New Orleans and NAS JRB Ft. Worth to be shared by the SAN at the SITC and the SAN at the Port.
- ◆ EDS will support EMC's implementation of the SAN as directed by the Government. 8 hours of Network Engineer Support and up to 40 hours of WAN Engineer support is required.

Specific implementation dates and schedules will be agreed upon with the Government post award.

### **5.2 DATA CIRCUIT OPERATIONS AND MANAGEMENT**

EDS personnel will be responsible for the operations and management of this circuit and will need access to the SITC-provided space to perform the following functions:

- ◆ *Production Support:*

- Monitor and manage the data circuit.
- Provide data management services that will enable the recovery of COOP stored data in the event of equipment failure or local data corruption within the limits of the existing GFE hardware and software.
- Conduct quarterly tests of the fail-over/disaster recovery in coordination with the Government. Test results will be incorporated into fail-over/disaster recovery procedures.

- ◆ *Performance Monitoring:* EDS will monitor performance of the circuit. Configuration changes/upgrades necessary to meet critical technical performance requirements will be recommended to CNRF no less than semi-annually.

- ◆ *Capacity Monitoring/Planning:* EDS will monitor circuit resource utilization and notify CNRF based on threshold parameters in monthly status reports. Upgrades will be identified and recommended to CNRF no less than semi-annually.

### **5.3 MAINTENANCE OF DATA CIRCUIT**

Maintenance activities will be coordinated and managed by EDS with CNRF and SITC personnel.

### **5.4 BASE OPERATIONS SUPPORT**

EDS will provide limited support for switching the legacy NAVRESNET to the COOP Infrastructure in the event of a disaster as declared by the Government-designated Operations Manager as described below:

- ◆ EDS will work with the Government to develop COOP Disaster Recovery and Switchover plans.
- ◆ EDS will support Biannual Tests of connecting the legacy network to the COOP infrastructure.
- ◆ EDS will work with the Government to develop a COOP Execution Checklist of action steps and test the checklist during the Biannual Tests.
- ◆ A copy of the COOP Execution Checklists related to Network Infrastructure will be maintained at the Disaster Recovery Site in Fort Worth as well as at the Primary Production site in New Orleans.
- ◆ EDS will provide COOP Network Support, to include labor and support of AOR'd equipment, in the event of up to two COOP Disaster Recovery events each year and Biannual Tests. A modification to the contract will be required to support more than two disasters yearly.
- ◆ It is not anticipated that network support personnel need to be relocated to perform the tests nor to support the COOP Disaster Recovery activities for any one event. Should personnel need to be relocated to the Disaster Recovery Site, this agreement would provide for such coverage for a period not to exceed three days. A Disaster requiring coverage exceeding three days would require a modification to the contract.

The Government-designated Operations Manager will coordinate with the EDS' Operations Manager for timely notification of an official disaster and tests. For safety purposes, the EDS Operations Manager will give employees notification to evacuate as appropriate.

### **5.5 QUARTERLY EDS-HOSTED MEETINGS**

EDS will host in its Herndon, Virginia facility, if requested, up to 4 meetings a year with a duration of up to 4 business days, with up to 25 combined Government and industry participants.

## **5.6 QUARTERLY ON-SITE IN-PROGRESS-REVIEWS**

EDS' on-site leaders will be available if requested to participate in quarterly review meetings with the Government to review project status and other related issues.

## **6.0 Deliverables**

The following is a description of the proposed deliverables.

### **6.1 MONTHLY PERFORMANCE REPORTING**

A monthly performance report will be provided to the Government to document the availability and performance of the data circuit and to capture any issues that require CNRF Program Management visibility.

### **6.2 CALL OUT ROSTER**

A call out roster for with EDS contacts will be provided at the time implementation is completed. The call out roster will be updated quarterly at a minimum, or more frequently as situations dictate.

### **6.3 ESCALATION PROCEDURES**

A set of Escalation procedures will be provided to the Government at the conclusion of implementation and turn-over, which will be time phased, against the level of severity, with the escalated level leader identified by name, title, and phone number during and after normal business hours. This document will be updated as needed, but no later than semi-annually to ensure re-validation.

### **6.5 ACCEPTANCE CRITERIA**

Upon submittal of deliverable reports, the Government will have five (5) business days in which to review the reports for acceptance. Failure to respond within the five-day period will be considered acceptance of that deliverable. The Government's requested revisions should represent corrections only. Content additions and changes in the scope or delivery schedule shall be mutually agreed upon. If any of the changes should cause a change in the price of this task order, the ACO and EDS will negotiate a modification accordingly.

## **7.0 Service Levels Agreements**

Service Level Agreements (SLAs) demonstrate the commitment EDS makes to manage the COMNAVRESFOR COOP Production Environment and to monitor the level and quality of service through a concise and comprehensive set of service levels which directly relate to COMNAVRESFOR's business objectives and which ultimately will measure mission performance.

### **7.1 SERVICE LEVEL OVERVIEW**

The SLAs will measure key aspects of COMNAVRESFOR COOP production environment service delivery and will include the disincentives to ensure that EDS consistently meets the committed service levels, but also has a direct positive impact on COMNAVRESFOR business. EDS's performance will be measured against COMNAVRESFOR COOP performance standards as set forth in the SLAs referred to in Section 7.2 herein.

## **7.2 SERVICE LEVEL AGREEMENTS FOR PRODUCTION ENVIRONMENT**

In response to the Government's request for system administration of the SAN and priority response for resolution of any SAN failures, EDS is proposing two NMCI standard Service Level Agreements (SLAs) and a specialized SLA as defined below to measure our performance for the delivery of services for the COMNAVRESFOR COOP Production Environment. The specific details of the SLAs follow below. Specifically, the two SLAs are:

- ◆ *SLA 29.1* – Operational Support Services - Quality and Timeliness of Reports
- ◆ *SLA 29. 2* – Operational Support Services - Data Backup/Archiving and Recovery Effectiveness

*(The aforementioned SLA's are extracted directly from the NMCI Prime contract, however for purposes of the RESFOR project described in this modification A00016 these SLAs are project specific and will carry penalties consistent with SLA RESFOR COOP only and will not utilize or be subject to the NMCI Prime Contract slip structure)*

- ◆ *SLA RESFOR COOP A16* – Problem Response